

# SYSTEM AND METHOD FOR CALL CENTER DIALOG MANAGEMENT

## ABSTRACT OF THE DISCLOSURE

A system and method for call center dialog management is disclosed. The method discloses: presenting a contact with a first call center dialog segment having a current call center dialog property; receiving from the contact a contact dialog segment; identifying a dialog property keyword within the contact dialog segment; replacing the current call center dialog property with a new call center dialog property in response to the dialog property keyword; and presenting a second call center dialog segment having the new call center dialog property to the contact. The system of the present invention, discloses means for implementing the method.